

DEPARTMENT OF CONSUMER PROTECTION  
JOB OPPORTUNITY  
CONSUMER INFORMATION REPRESENTATIVE  
FRAUDS DIVISION

**PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

**Open To:** Candidates on a current examination list and Lateral Transfers (see eligibility requirement below).  
**Location:** 165 Capitol Avenue, Hartford, CT  
**Job Posting No:** 9507  
**Hours:** 40 Hours / Week  
**Salary:** AR 20 / \$55,273 - \$70,024 annual  
**NEW HIRES TO STATE EMPLOYMENT START AT MINIMUM**  
**Closing Date:** April 8, 2014

**Position Description:** Receives consumer complaints and inquiries by phone, in writing and in person; independently investigates complaints or conducts research in response to inquiry, determines proper course of action or referral; provides technical assistance and responds to technical consumer inquiries; contacts individuals and companies by phone or in writing to notify them of complaint and request information relating to consumer's problem; reviews applicable statutes, regulations and previous decisions of agency to determine whether violations may have occurred or to determine appropriate action to be taken; provides consumer with all pertinent information and advises consumer about available courses of action or informs utility company, landlord or business of corrective action to be taken; keeps records and writes reports; may negotiate or mediate between parties; may prepare reports for and participate in hearings; may draft cease and desist orders; performs related duties as required.

**Duties:** The position is assigned to the Complaint Center within the Frauds Division of the Department of Consumer Protection. There are four (4) representatives (including this position) who are the primary point of contact for over 26,000 phone calls per year for the Department's statutorily mandated Hotline and over 8,000 formal written complaints. The incumbent will mediate consumer complaints as well as provide information to both consumers and businesses with respect to rights and responsibilities of each.

**Preferred Knowledge, Skills and Abilities:** The preferred candidate will have experience addressing and resolving a broad spectrum of consumer and business inquiries and problems; written and oral communication skills and familiarity with consumer protection law or a regulatory environment and knowledge of the CAVU system.

**Eligibility Requirement:** Candidates must have applied for and passed the Consumer Information Representative exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer. **Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.**

**Note:** The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

**Application Instructions:** Interested and qualified candidates who meet the above requirements should submit a cover letter which states their interest and suitability for the position; a resume; three letters of professional reference from current and / or former supervisors and an Application for Examination or Employment (Form CT-HR-12- available at: [http://das.ct.gov/HR/Forms/CT-HR12\\_Application.pdf](http://das.ct.gov/HR/Forms/CT-HR12_Application.pdf)) . State employees must include copies of their last three (3) annual performance evaluations (must be current and consecutive) in lieu of references no later than the closing date to:

Linda Shackett-Blue, Human Resources  
DAS / SmART-HR  
165 Capitol Avenue, 5<sup>TH</sup> Floor-East  
Hartford, CT 06106  
Confidential Fax: (860) 622-2968 (preferred method)  
Email: linda.shackett-blue@ct.gov

**Applications must be received by the closing date above. Incomplete and/or late application packages will not be considered.** Interviews will be limited to those whose experience and training most closely meet the requirement of this position. **Due to the large volume of applications received, we are unable to provide confirmation of receipt or status updates during the recruitment process.**

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.